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**Goal: PUBLIC SAFETY****Desired Community Condition(s)****Residents feel safe in their neighborhoods, schools, and the community.****Program Strategy: FIRE DEPT/TECH SERVICES**

27541

Provide the technical infrastructure support for computer-aided dispatch, radio communications, computer support, GIS and mapping, and E-911.

**Department: FIRE****Service Activities**

Computer-aided dispatch (CAD)/Geographical Information Systems (GIS)

Networking, computer installation and maintenance

Records Management System

**Strategy Purpose and Description**

The Technical Services Program supports front-line emergency forces, plans and implements processes regarding the infrastructure for Computer-Aided Dispatch, 800 MHz Radio Communications, PC computer support, geographical information systems (GIS), mapping for AFD and APD, E-911 Vesta and the Emergency Operations Center.

The purpose of this program is to communicate current information to emergency services personnel, and maintain technological equipment.

The public, response personnel, dispatchers for AFD and APD; and staff in the Emergency Operations Center (EOC) are the primary customers of the Technical Services Program.

**Changes and Key Initiatives**

The mapping upgrades will allow for real time, digital maps for field units.

The Fire Records Management System (FireRMS) incorporated with the CAD software upgrade is providing the data the department needs for planning based on NFPA 1710 Standards.

Technical service enhancements will provide for replacement aging Mobile Dispatch Terminals (MDT's) on all front-line apparatus that will assure communications between dispatch center and emergency responders, and will provide for real time input of response information for the records management system.

**Input Measure (\$000's)**

2001	110	110 GENERAL FUND	288
2002	110	110 GENERAL FUND	288
2003	110	110 GENERAL FUND	379
2004	110	110 GENERAL FUND	435
2005	110	110 GENERAL FUND	433
2006	110	110 GENERAL FUND	398

Strategy Outcome	Measure	Year	Project	Mid Year	Actual	Notes
Meet date requirements 90% of the time.	Meet date requirements 90% of the time.	2001				Working on procurement of Data Management System that is a FY/01 Council objective. The funding for the system will come from the 2001 CIP GO Bond program

		2002	NA		NA	<i>Working on procurement of Data Management System that is a FY/01 Council objective. The funding for the system will come from the 2001 CIP GO Bond program</i>
		2003	NA		NA	
	<i>Meet data requirements.</i>	2004	NA			
<b>Meet data requirements.</b>	<i>Providing Records Management System (RMS) data to National Fire Incident Reporting System (NFIRS), State Fire Marshal and City Council.</i>	2005	100%	100%	100%	
		2006	100%			

**Goal:** PUBLIC SAFETY

**Parent Program Strategy:** FIRE DEPT/TECH SERVICES

**Department:** FIRE

**Service Activity:** Computer-aided dispatch (CAD)/Geographical Information Systems (GIS)

2741000

***Service Activity Purpose and Description***

The Computer-aided dispatch (CAD)/Geographical Information System Service Activity supports front-line emergency forces, plans and implements processes regarding the infrastructure for Computer-Aided Dispatch, 800 MHz Radio Communications, PC computer support, geographical information systems (GIS), mapping for AFD and APD, E-911 Vesta and the Emergency Operations Center.

***Changes and Key Initiatives***

The purchase of the software upgrade for the existing Public Safety Computer Aided Dispatch (CAD) system is in the procurement stages. This will enhance the compatibility with current Fire Department Dispatch and Data Needs. The new CAD upgrade will allow for Automatic Vehicle Location (AVL)/Global Positioning System (GPS) for the department. The CAD upgrade will also allow integration of the Geographic Geofile Manager (GGM) with Geographical Information System (GIS) information. The mapping upgrades will allow for real time, digital maps for field units.

AFD will purchase additional Mobile Data Terminal (MDT's) for emergency response units. The purpose of purchasing the new MDT's was to stay current with new technology.

***Input Measure (\$000's)***

2002	110	110 GENERAL FUND	288
2003	110	110 GENERAL FUND	379
2004	110	110 GENERAL FUND	435
2005	110	110 GENERAL FUND	231
2006	110	110 GENERAL FUND	196

***Strategic Accomplishments***

The Albuquerque Fire Dept. is replacing Mobile Data Terminals on all front-line apparatus (55 units) in order to provide assured line of communications between the communications center and emergency response apparatus. The equipment will additionally allow for real-time input of response information into the RMS.

The department is implementing a field data collection project that will coincide with the implementation of the MDT's. The software is designed to assist in capturing complete incident reporting information.

With the implementation of the new CAD, the department will begin an automatic vehicle locator program that will enable us to track physical location of all apparatus, thereby providing the capability for true closest-unit dispatch.

<b><i>Output Measures</i></b>	<b><i>Year</i></b>	<b><i>Projected</i></b>	<b><i>Mid-Year</i></b>	<b><i>Actual</i></b>	<b><i>Notes</i></b>
Number of requests for tapes and/ or CAD printouts.	2001			58	
	2002			913	
Number of requests for tapes and/ or CAD printouts.	2003	959		959	
	2004	1,007			
Number of requests for tapes, incident reports, and/or CAD reports.	2005	1,007	884	1,010	
Number of requested incident reports.	2006	960			

<b>Output Measures</b>	<b>Year</b>	<b>Projected</b>	<b>Mid-Year</b>	<b>Actual</b>	<b>Notes</b>
Number of requests for CAD, radio, MDC, computer and E-911 requests for service.	2001			7,761	
	2002			9,701	
Number of requests for CAD, radio, MDC, computer and E-911 requests for service.					
Number of requests for CAD, Radio, MDC, Computer and E-911 Vesta for service.	2003	10,671		10,671	
	2004	11,839			
Number of requests for Computer Aided Dispatch (CAD) including Geographical Geofile Manager (GGM) updates, Radio, Mobile Data Computer (MDC), Mobile Data Terminal (MDT) and E-911 Vesta for service.	2005	11,839	11,839	11,839	
	2006	11,839			

<b>Output Measures</b>	<b>Year</b>	<b>Projected</b>	<b>Mid-Year</b>	<b>Actual</b>	<b>Notes</b>
Number of units preventative maintenance completed on CAD, radio, MDC, computer and E-911.	2001			250	
	2002			160	
Number of units preventative maintenance completed on CAD, radio, MDC, computer and E-911.					
Number of preventative maintenance measures completed on CAD, radio, MDC, computer and E-911.	2003	160		160	
	2004	160			<i>The Preventative Maintenance measures do not increase due to newer equipment.</i>
Number of preventative maintenance measures completed on Computer Aided Dispatch (CAD), radio, Mobile Data Computer (MDC), Mobile Data Terminal (MDT) and Enhanced 911.	2005	160	160	160	
	2006	160			

<b>Output Measures</b>	<b>Year</b>	<b>Projected</b>	<b>Mid-Year</b>	<b>Actual</b>	<b>Notes</b>
Number of requests for dispatch tapes and/or CAD reports.	2006	50			

<b>Quality Measures</b>	<b>Year</b>	<b>Projected</b>	<b>Mid-Year</b>	<b>Actual</b>	<b>Notes</b>
% of time Public Safety Answering Point ( PSAP) maintenance support	2001			90%	
% of time Public Safety Answering Point ( PSAP) maintenance support	2002			95%	

<b>Quality Measures</b>	<b>Year</b>	<b>Projected</b>	<b>Mid-Year</b>	<b>Actual</b>	<b>Notes</b>
% operational For 800 MHz Radio CAD, PSAP maintenance support.	2001			100%	
% operational For 800 MHz Radio CAD, PSAP maintenance support.	2002			99%	
Percent of readiness regarding 800 MHz Radio CAD, PSAP maintenance support.	2003	90%		90%	
	2004	90%		90%	
Percent of time that service requests for 800 MHz Radio Computer Aided Dispatch (CAD), Public Safety Answering Point (PSAP) maintenance support that were remedied within 24 hours. Technical support is available 18 hours a day, 7 days a week.	2005	90%	90%	90%	
	2006	90%			

**Goal:** PUBLIC SAFETY

**Parent Program Strategy:** FIRE DEPT/TECH SERVICES

**Department:** FIRE

**Service Activity:** Networking, computer installation and maintenance

2744000

**Service Activity Purpose and Description**

This service activity provides personal computer (PC) support and maintenance, networking needs, and technical support for all Albuquerque Fire Department (AFD) technical issues (both hardware and software).

**Changes and Key Initiatives**

AFD is anticipating acquiring flat panel monitors through ISD's 730 fund for FY '06. These flat panel monitors will be replacing old CRT monitors throughout the department. The 730 fund will also replace peripheral equipment throughout the department.

**Input Measure (\$000's)**

2005	110	110 GENERAL FUND	157
2006	110	110 GENERAL FUND	155

**Strategic Accomplishments**

Quality Measures	Year	Projected	Mid-Year	Actual	Notes
The percent of time 24 hour-a-day AFD technical support is available.	2004	90%	88%	88%	Moved from SA 2741000, 2001 actual 90%, 2002 actual 95%, 2003 actual 88%
The percent of time AFD technical support is available. Within the schedule of 18 hours a day.	2005	100%	90%	90%	The percent was revised due to leave time that is not backfilled.
	2006	100%			

Quality Measures	Year	Projected	Mid-Year	Actual	Notes
Percent of time service request for non-mission critical PC support remedied within 24 hours.	2004	90%	90%	90%	Moved from SA 2741000, 2001 actual 95%, 2002 actual 90%, 2003 actual 90%
Percent of time that service requests for non-mission critical PC support were remedied within 24 hours. Technical support is available 18 hours a day, 7 days a week.	2005	90%	90%	90%	
	2006	90%			

**Goal:** PUBLIC SAFETY

**Parent Program Strategy:** FIRE DEPT/TECH SERVICES

**Department:** FIRE

**Service Activity:** Records Management System

2745000

***Service Activity Purpose and Description***

The Records Management System provides dispatch and response information for all Albuquerque Fire Department (AFD) emergency events. The information is provided to Federal, State, and local agencies and is also used for strategic planning.

***Changes and Key Initiatives***

The Fire Records Management System (FireRMS) incorporated with the CAD software upgrade is providing the data the department needs for planning based on NFPA 1710 Standards.

Implement new software upgrade, SunPro, for FireRMS.

The MDT's allow emergency response units to receive incident information including type of emergency, location of emergency and update vehicle unit status.

Design and implement a plan to receive, track and store all EMS patient refusal forms.

Implementation of the new and updated SunPro Record Management System.

***Input Measure (\$000's)***

2005	110	110 GENERAL FUND	45
2006	110	110 GENERAL FUND	47

***Strategic Accomplishments***

Refine field data collection project which will populate the Fire Records Management System (FireRMS).

Implementation of the new and updated SunPro Record Management System.

<i>Output Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
We are providing all data to National Fire Incident Reporting System (NFIRS) and the State Fire Marshal as required by Federal and State mandate.	2005	100%	100%	100%	
	2006	100%			

<i>Quality Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
We review 100% of run reports to assure that they are accurate and complete. We currently are receiving 92% compliance from field units. Out of 68,000 reports, 62,560 were accepted as submitted. With continued training reports are being submitted more accurately.	2005	95%		95%	
We review 100% of targeted EMS run reports placing emphasis on the most critical, rotating all other EMS reports to ensure accuracy and completeness. We review 50% of all fire run reports to verify accuracy (completeness is verified by the system software).	2006	100%			
We provide training to 100% of all officers and acting officers in the area of report documentation.					

